

Log on problems with Win XP Pro

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My wife's computer is a Gateway running Win XP Pro.

Last week I shut it down in order to vacuum it out (never got to do that) and when I turned it back on it came up with the "Log on to Windows screen:"

User name: Owner

Password: _____

When I fill in the password (a simple thing of 3 letters, followed by 123, I get the following message.

"The system could not log you on. Make sure the user name and domain are correct, then type your password again"

The user name in that space has always been Owner and the password is simple, (I made sure the case was correct for the password)

My questions:

1. What does it mean user name AND domain. What is meant by domain?
2. Is there a fix/work around for this problem, short of using the Restore disk.

I bought this computer from my company when they upgraded their computers. It has worked flawlessly for a long time. There has never been a problem in the past with turning the computer off and powering up and entering the password again

3. What are the downsides with using the Restore disk? do I lose all the other data/software, etc doing this.

All inputs/comments welcomed

Loring H

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